



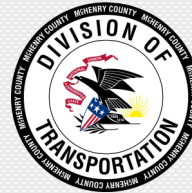
# RIDER'S GUIDE

**A detailed guide to help you use MCRide  
Dial-A-Ride services in McHenry County**



To request a copy of this brochure in an accessible format or hard copy, please call 815-334-4981 or email a request to [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov).

Effective date: April 1, 2019



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## Contact Information

### General Questions about MCRide

McHenry County Division of  
Transportation

Phone: 815-334-4981

Email: [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov)

Web: [www.McHenryCountyDOT.org](http://www.McHenryCountyDOT.org) and click on  
the MCRide tab



### Pace Customer Relations

Voice: 800-606-1282 Option #2 or 847-364-7223

After Hours: 800-606-1282 Option #3

Email: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)

Website: [www.PaceBus.com](http://www.PaceBus.com)

### Reservations/Scheduling

Pace Call Center (Operated by First Transit)

Reservation hours are:

Monday-Friday 5:30 am to 6:00 pm

Saturday-Sunday 8:30 am to 4:00 pm

Service hours are: Mon–Fri 6:00 am to 7:00 pm

Sat-Sun 9:00 am to 5:00 pm

### Call 1-800-451-4599 or 711 for the Illinois Relay Service

Seniors and individuals with disabilities in

McHenry Township can also use their Senior

Express service. Call 815-385-5605 to register.

### Por Información en Español

Correo electrónico para asistencia a clientes:  
[passenger.services@pacebus.com](mailto:passenger.services@pacebus.com),  
[www.pacebus.com](http://www.pacebus.com) y haga clic en el botón  
Google Translate en el parte inferior derecho  
de la página, o Información en Español 847-228  
-3575.

Operadores telefónicos de habla Hispana estan  
disponibles en el Centro de LLAMADAS PACE  
para ayudar a hacer reservaciones de viajes  
(MCRide). Llamar al 1-800-451-4599.

## Introduction

### What is MCRide

MCRide is a great way to get around McHenry County. Whether you need transportation for work, school, shopping, or medical appointments, MCRide provides an affordable and flexible way to travel!

As a dial-a-ride program, MCRide service is “on-demand” and buses do not travel in a fixed route each day. Riders schedule their trips in advance and the MCRide vehicle provides curb-to-curb service from the rider’s desired pick-up and drop-off locations.

MCRide is a shared ride service, so the vehicle may make stops for other passengers. The route is planned in advance around multiple riders’ trips to help improve efficiency and accommodate as many trips as possible.

MCRide has coordinated former municipal and township dial-a-rides into one service and now includes the communities shown at the right. As a coordinated transit system, MCRide supports objectives described in the:

- 2040 Long-Range Transportation Plan
- County Transit Plan
- Five-Year Transportation Program

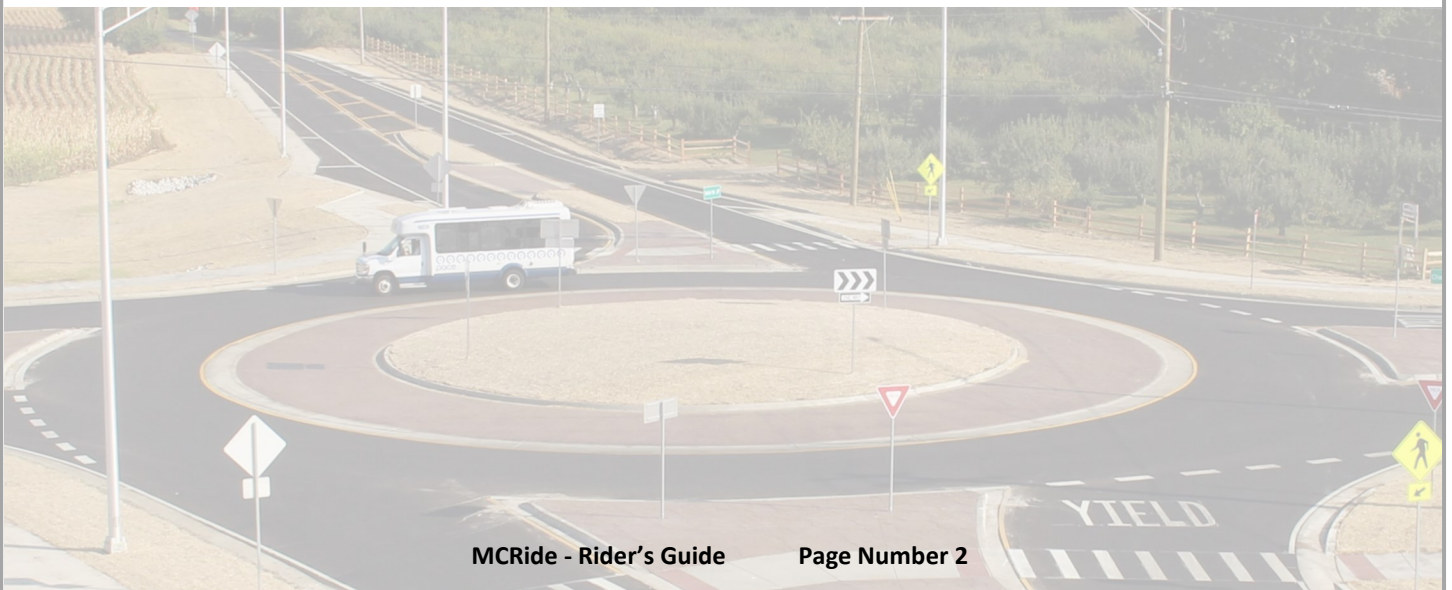
(View these at [www.McHenryCountyDOT.org](http://www.McHenryCountyDOT.org).)

### Made Possible By

MCRide is brought to you through a partnership between 21 different agencies.

- City of Crystal Lake
- City of Harvard
- City of Marengo
- City of McHenry
- City of Woodstock
- McHenry County
- Pace Suburban Bus
- Township of Dorr
- Township of Grafton
- Township of Greenwood
- Township of Marengo
- Township of McHenry
- Township of Nunda
- Township of Richmond
- Township of Riley
- Village of Fox River Grove
- Village of Huntley
- Village of Johnsburg
- Village of Richmond
- Village of Ringwood
- Village of Union

MCRide is funded in part by Section 5310 federal transit grants administered by the Regional Transportation Authority (RTA).




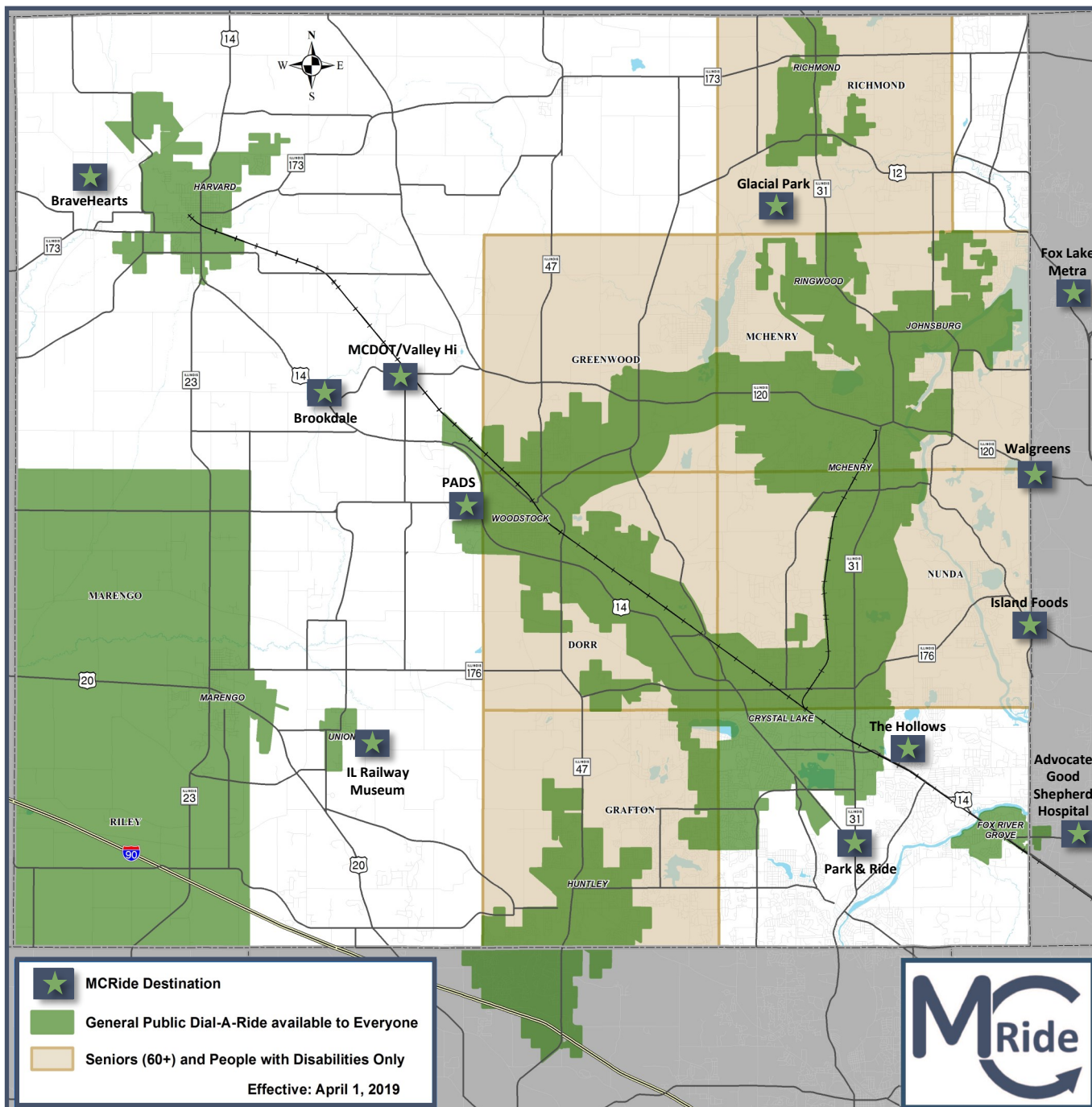
## Service Area

To travel on MCRide, a trip must begin **and** end within the service area. Also, the rider must be eligible to travel in that part of the service area.

Riders may travel to-from any place in the service area for which they are eligible: locations do not need to be adjacent.

## Service Area Map

The MCRide service area map is shown below. Service areas for the general public (all riders) are shown in green. Additional areas in which seniors (60 and over) and individuals with disabilities can travel are colored tan. The symbol  marks a point destination to which anyone can travel. A list of point destinations can be found on page 4.



## Service Area Details

### General Public/All Riders

Service areas for the general public are shown in green on the map (page. 3). **Everyone** is eligible to travel to, from, and within the borders of:

- City of Crystal Lake
- City of Harvard
- City of Marengo
- City of McHenry
- City of Woodstock
- Marengo Township
- Riley Township
- Village of Fox River Grove
- Village of Huntley
- Village of Johnsburg
- Village of Richmond
- Village of Ringwood
- Village of Union

All riders can travel to and from the following point destinations. (A point destination is a specific location that would normally be considered outside of the general public service area. However, as a point destination, all riders can travel directly to or from these locations.)

- Advocate Good Shepherd Hospital
- Brookdale Conservation Area
- BraveHearts Therapeutic Riding & Education Center
- Fox Lake Metra Station\*
- Illinois Railway Museum
- Island Foods in Island Lake\*
- LITH Park-and-Ride (IL 31 & Virginia Rd)
- Lost Valley Visitor's Center at Glacial Park
- McHenry County DOT
- PADS Day Center
- The Hollows Conservation Area
- Valley Hi Nursing Home
- Walgreens in Lakemoor\*

*\*Indicates a destination where riders can transfer to Lake County transit services.*

Additionally, there is general public service offered within 3/4 of a mile of:

- IL Rte. 120 between Woodstock - McHenry
- US Rte. 14 between Crystal Lake -Woodstock
- IL Rte. 31 between Crystal Lake - McHenry

### Seniors and Individuals with Disabilities

**In addition** to the general public service areas, seniors (60 and over) and individuals with a disability can travel to, from, and within the borders of these locations:

- Dorr Township
- Grafton Township
- Greenwood Township
- McHenry Township
- Nunda Township
- Richmond Township

### Service Area Determination

The MCRide Service Area is defined by the municipalities and townships which have opted to participate in the program. Additional areas or point destinations have been included based on recommendation by the Public Transportation Advisory Committee (PTAC); more can be added in the future, based on rider needs.

If you have suggestions for other service areas, please contact the McHenry County Division of Transportation, your local municipality or township, or your County Board representative.



## Scheduling a Trip

All MCRide trip scheduling is done over the phone through the Pace Call Center, which is operated by the contractor First Transit. Reservations are made on a first come, first served basis. Spanish-speaking call takers are available. You can reach the Call Center at:

- **1-800-451-4599** or call **711** to use the Illinois Relay Service

Trip reservations can be made:

- Monday-Friday 5:30 am to 6:00 pm
- Saturday-Sunday\* 8:30 am to 4:00 pm

\*Because of low Call Center staff levels on the weekends, call takers can only make same-day trip reservations on Saturday and Sunday. Reservations for Saturday, Sunday or Monday trips can be made on the preceding Friday.



### First Time Callers

The first time you call to schedule a trip, the Call Center will register you in their system. This will consist of a few basic questions, including your birthdate (to determine senior eligibility status) and whether or not you have a disability that prevents you from driving. Please keep your information current with the Call Center.

### Reminder Calls

If you would like a reminder call for your ride, ask the call taker when you make your reservation. Be sure to give them a phone number that you will have access to while waiting for your ride. You can request a reminder for each trip.

## When to Schedule a Trip

All MCRide trips are scheduled in advance.

- Everyone ("General Public") can call to schedule a trip from 2 hours to 24 hours in advance of their travel.
- Senior citizens (60 and over) and individuals with a disability can call to schedule from 2 hours to 7 days in advance of their trip.

The earlier you can call to schedule your trip, the more likely you will be to get the pick-up time you need. For same day trip requests or trips during peak hours, the pick-up time you request may not be available. Call takers may offer you a different trip time; please try to have multiple time options in mind. No waiting or standby list is maintained by the Call Center.

Each leg of a trip must be scheduled with the Call Center and it is helpful to schedule both trip legs at the same time.

## Information Needed to Schedule a Trip

When reserving a trip, you will be asked for the following information:

- Date of trip
- Name of rider(s)
  - When making a trip reservation, you must reserve space for everyone who will be traveling; mention any Personal Care Attendants (PCAs) or companions
  - Also let the call taker know if you will be traveling with children, including those in car seats
- Requested drop-off or pick-up time. Allow at least a 15 minute buffer for needed arrival times. When requesting a trip for a specific arrival time (e.g., medical appointment), ask the call taker to suggest the pick-up time.
- Exact street address for pick-up/drop-off locations; be specific about the location, especially if the address has multiple units or entrances
- Any mobility aids used by riders (e.g., cane, walker, wheelchair, etc.)

## Scheduling a Trip (cont.)

### Cancelling a Trip

To cancel a trip, call the Call Center at **1-800-451-4599** or **711** for the Illinois Relay Service.

Customers needing to cancel a trip must do so at least two hours before the scheduled pick-up time to avoid being classified as a late-cancel. When canceling a trip, remember to also cancel the return trip, if applicable.

### Changing a Trip

Same-day trip changes will only be permitted through the Call Center and when the schedule can accommodate the desired change.

Destination changes are not permitted while on board the vehicle or at the time of pick-up unless authorized by the dispatcher. Drivers are not allowed to make any unscheduled changes to a trip or extra stops during a trip.

### Subscriptions

For riders that need to make the same trips at the same times each week, MCRide offers some **subscriptions**. Subscriptions eliminate the need to contact the Call Center to book recurring trips each week. The rider is responsible for any trip adjustments or cancellations.

To get a subscription for a recurring trip, you must first demonstrate your reliability by traveling to the same place at the same time at least twice a week for an extended duration. After that, each time you call to make a reservation, ask the Call Center staff if you can please be placed on subscription. Because there are limited subscriptions available for a given hour of the day, it may take a while before one is available.

## Pick-up Procedures

Riders should allow for a 15 minute pick-up window based on their scheduled pick-up time. For example, if a trip is scheduled for a 9:00 a.m. pick-up, the vehicle may arrive between 9:00 a.m. and 9:15 a.m. to be considered on-time.

Customers need to wait for the vehicle within line-of-site of their pick-up location. If the address is a large facility or has multiple units, be sure to confirm exactly where you will be waiting. You can do this with the Call Center when scheduling your trip.

Be ready to board the vehicle five minutes before your scheduled pick-up time. Drivers will wait five minutes after they arrive or five minutes after the scheduled pick-up time, whichever is later. After that time, the driver is authorized to leave. Drivers will make an attempt to locate you, but if this does not happen within five minutes, your trip is recorded as a “no show.”

When a driver is late, he/she is still required to wait five minutes for you to appear. When you board the vehicle, be sure to confirm with the driver that the trip is assigned to you.

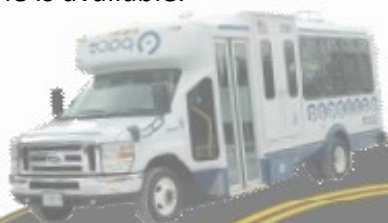
### Late Pick-Ups

MCRide is a shared ride service and your vehicle may be picking-up and dropping-off other passengers. This, in addition to weather and road construction, could cause some delays. Please allow enough time for your trip.

If you experience excessive tardiness by the MCRide vehicle, please contact Pace Customer Relations. You are encouraged to report undue lateness each time it occurs.

### Pace Customer Relations

**1-800-606-1282, option #2**



## MCRide Operations

### Hours

MCRide's hours of operation are:

<b>Monday - Friday</b>	<b>6:00 am - 7:00 pm</b>
<b>Saturday - Sunday</b>	<b>9:00 am - 5:00 pm</b>
<b>Holidays</b>	<b>No Service</b>

Final reservations of the day are scheduled for 7:00 pm on weekdays and 5:00 pm on weekends, based on trip availability. Dispatchers, at the Call Center, will be available during all of the operating hours listed above.

### Holidays

There is no MCRide service on the following holidays (on the day on which they are observed):

- New Year's Day
- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

### Driver Assistance

MCRide is a curb-to-curb program; as such, drivers cannot escort customers outside of the vehicle or carry packages. Riders must meet the vehicle at the curb for pick-up.

Drivers do not assist riders in and out of buildings, but will make every effort to assist into and out of the vehicle safely. All drivers are properly trained in using the wheelchair lift and securing wheelchairs in the bus. Riders needing additional assistance should make their own arrangements to have a Personal Care Attendant or companion ride with them.

**Drivers are not responsible for riders once they are off the MCRide vehicle.** If you, a loved one, or a client needs assistance before or after a MCRide trip, please ensure that you have arranged for someone to be there to help.

### Trip Purpose

MCRide does not limit trips based on their purpose. Trips of any purpose are eligible. Similarly, there are no restrictions on the number of trips a rider can take in a given time period.

### Rider Eligibility

MCRide defines a senior as anyone 60 years or older. An individual with a disability is anyone with a disability that prevents them from driving (self-defined).

### Fares

MCRide has a distance-based fare structure and the cost to ride is determined from the distance of the trip. When scheduling a trip, your fare will be calculated by the Call Center, so you will know the fare ahead of time. The first five miles are a standard, base fare and then you will be charged 25¢ for each mile after that.

	<b>Base Fare (First 5 Miles)</b>	<b>Each Mile (After the First 5)</b>
<b>General Public</b>	<b>\$3.00</b>	<b>\$0.25</b>
<b>Senior (60+)</b>	<b>\$1.50</b>	<b>\$0.25</b>
<b>Disabled</b>	<b>\$1.50</b>	<b>\$0.25</b>

All fares must be paid in cash, upon boarding the vehicle. Drivers will not have change and cannot accept a round-trip fare. Currently, Ventra is not accepted on MCRide.

Up to two children under age seven (7) may ride free per fare-paying adult. Personal Care Attendants (PCAs) also ride for free. (A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs.) All other customers, including companions, are required to pay the applicable fare.

### Transfers

Pace offers transfers from fixed routes to MCRide, as well as from MCRide to fixed routes. Because Ventra service is not yet available on MCRide, you will need to ask your driver for a paper transfer.

## Miscellaneous

### Accessibility

MCRide buses are all wheelchair accessible. Lifts on the buses are 34.5" wide and have a weight limit of 800 lbs. Drivers have been trained to help wheelchair users get safely on the bus and properly secure their wheelchair once onboard. When making a trip reservation, be sure to tell the call taker about any mobility aids (wheelchair, walker, etc.) that riders use.

### Seat Belts

Seat belts are available on MCRide buses, but their use is optional. On Pace buses, no passenger, whether they are in a vehicle seat, wheelchair or car seat is required to use a seat belt.

### Car Seats and Strollers

Car seats are not provided by MCRide, but can be brought aboard vehicles. When making your reservation, please mention when car seats will be accompanying you since these do take up on-board spaces. Riders will not be charged a fare for children in car seats.

Lap belts are provided in the vehicle seats and may be used to secure car seats if the parent/guardian chooses. Every car seat is different and it is the parent/guardian's responsibility to know if their car seat can or cannot be secured with the lap belt. As such, it is then at the parent/guardian's discretion to choose to secure the car seat or ride with the car seat unsecured. If a parent chooses to secure the car seat, they are responsible for doing so.

Strollers must be collapsed and securely stored. If you will not be able to collapse your stroller, please let the Call Center know when making your reservation.

### Vehicles and Drivers

The vast majority of MCRide trips occur in white, Pace buses - like the one shown in the photo below. However, starting in May of 2017, Pace entered into a contract with 303 Taxi to supplement the MCRide bus fleet with taxi cabs. This partnership helps increase program capacity and efficiency. It also improves availability of the accessible buses for riders that need them.

A route/manifest is created at Pace's Call Center to accommodate the trip reservations made. From this routing, a bus or taxi is assigned to each ride. (Riders cannot specifically request a taxi or bus.) If a taxi has been assigned to a trip, the rider will be made aware that they should expect a taxi to pick them up instead of a bus.

Buses and taxis providing MCRide trips will have a logo in the window to designate the vehicle as part of the system. All drivers have gone through rigorous Pace screening and background checks.



### Door-to-Door Service

Although MCRide provides curb-to-curb service, there are some special circumstances when a rider may need the vehicle to come up their driveway (i.e., door-to-door service). One example would be an individual with a disability needing the vehicle to come up a long, rural driveway. These situations need to be approved by Pace. If you have questions about your particular situation, please contact MCDOT at 815-334-4981 or [mcrider@mchenrycountyil.gov](mailto:mcrider@mchenrycountyil.gov).

### Age to Ride

Individuals must be 12 years or older to travel independently on MCRide vehicles.



## Miscellaneous (continued)

### Service vs. Emotional Support Animals

Service animals may accompany riders on MCRide vehicles. A service animal is trained to do work or perform tasks for the benefit of an individual with any type of disability. A transit provider may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. Service animals must be under control and well-behaved at all times.



The Americans with Disabilities Act (ADA) guidelines identify the significant difference between an emotional support animal and a service animal. The difference between the two types of animals is that the service animal is trained to perform a specific function for its owner, while emotional support animals are not trained for any particular function. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under ADA and are not allowed on MCRide vehicles.

### Hygiene

Appropriate, reasonable personal hygiene should be observed by everyone riding on MCRide. In the event that a passenger's poor hygiene disrupts the provision of service or presents a direct threat to the health or safety of others, that passenger may be suspended from service until the situation is resolved.

### Conduct

Customers who engage in violent, disruptive or illegal conduct will be refused service. A customer whose behavior threatens or has threatened the safety of personnel or other customers may be denied service. Customers who engage in violent, threatening, or illegal behavior may lose the privilege of riding with Pace Paratransit.

### Bag Policy

Passengers are permitted to carry on only the number of bags that they are able to manage independently, without the assistance of the driver. Due to space limitations and the time it takes to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the passenger and carried aboard without delaying the vehicle.

Carry-on items must fit either on your lap or on the floor in front of you. Reasonably sized carts, used to transport bags, may be allowed on a restricted basis and must be mentioned to the Call Center upon making your reservation. Carts must not block the aisle or restrict mobility of other riders.



### Tips

Drivers are not allowed to accept tips from passengers, although passengers may contact Pace Customer Relations (1-800-606-1282) to compliment and/or comment on a driver. This policy is the same if your MCRide trip is on a bus or in a taxi.

## Miscellaneous (continued)

### Travel Time

MCRide is a shared-ride program. Total travel time includes the time it takes other passengers to board, ride, and disembark from the vehicle. Dial-a-ride travel time may be comparable to trips with the same origin and destination taken on the fixed-route bus system, including transfers and wait times.

Because of this, customers who are traveling to a scheduled appointment should tell the caller their appointment time when calling to schedule the ride. Be sure to include enough time to travel from the drop-off location to your appointment. The Call Center will determine the pick-up time.

If you believe that your travel time was longer than reasonable, please report the situation to Pace's Customer Relations at 1-800-606-1282, option #2.

### Multiple Stops

Many riders look to use MCRide for their daily errands and wish to make multiple, shorter duration stops. Although there is no limit on



trip purpose, please remember that MCRide is a shared-ride service. There may be other passengers onboard and it is not possible for the

vehicle to wait while you run into the bank, post office or pharmacy. You may need to make multiple reservations for each leg of the trip or split the errands into different days. When in doubt, ask your Call Center representative what they would recommend.

### MCRide Fare Cards

If you work for a government or non-profit agency and have clients that may find MCRide useful, *MCRide Fare Cards* may be a good option to help provide transportation. Each universal fare card will provide a one-way trip on MCRide, anywhere your client is eligible to travel.

For more information please contact MCDOT at 815-334-4981 or [mcrider@mchenrycountyil.gov](mailto:mcrider@mchenrycountyil.gov).

### Pace's TripCheck



Pace realizes that riders have places to be and schedules to keep, and they're always looking for new ways to help you get from place to place. Pace is pleased to announce an innovative new service, that will help you keep track of your Pace Paratransit trips.

*TripCheck* is a tool to **view** and **cancel** scheduled rides without having to call in to the Call Center. You can access it today at [PaceBus.com/TripCheck](https://PaceBus.com/TripCheck). If you want to cancel a trip, you must do so two or more hours before its scheduled time. You can also view past trip details.

To apply, email [TripCheck@PaceBus.com](mailto:TripCheck@PaceBus.com). Your email should include:

- Full name
- Date of birth
- Home & mailing address
- Home & cell numbers
- Email address

Pace will then set up your account and email you a client ID and a temporary password.

## Complaints or Compliments

Safety, courtesy, and on-time performance are expected of our transportation providers and we need to know when the expectation has not been met. We also like to hear when service was outstanding! If you have a complaint or compliment regarding your ride, please contact Pace Customer Relations representatives at **1-800-606-1282**, option #2.

Be prepared to describe the nature of the incident along with the date and approximate time, with as much detail as possible. Contact Pace immediately following the incident to record the most accurate report and receive a timely response. You can also send an email to: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com). If you have not received a response within 30 days, please call Pace Customer Relations at 1-800-606-1282, option #2 to follow up.

**Pace requests that riders submit service issues each time they occur - even if the same concern is occurring repeatedly, they need to know about it every time in order to correct it!**

If you have general comments about the MCRide program or transit in McHenry County, please reach out to the MCDOT via:

- [www.surveymonkey.com/r/CS7LTKM](http://www.surveymonkey.com/r/CS7LTKM)
- [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov) or 815-334-4981



## Title VI

### Title VI Program Notice

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall on the ground of **race, color, or national origin** be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity receiving Federal Financial assistance. (42 USC 2000d)



### Title VI Complaints and Grievances

Recipients of MCRide service may voice a complaint or grievance at any time without fear of discrimination or reprisal. There are a number of ways to submit Title VI complaints and grievances:

- Phone-Pace: 800-606-1282 option 2
- Phone-MCDOT: 815-334-4981
- Email-Pace: [Passenger.Services@PaceBus.com](mailto:Passenger.Services@PaceBus.com)
- Email-DOT: [mcride@mchenrycountyil.gov](mailto:mcride@mchenrycountyil.gov)
- Mail-MCDOT: 16111 Nelson Road, Woodstock, IL 60098
- Online: [www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcride-dial-a-ride](http://www.mchenrycountyil.gov/county-government/departments-j-z/transportation/transit-services/mcride-dial-a-ride) (Title VI section)

### Título VI

Asimismo se le informa que sus datos no podrán ser difundidos sin su consentimiento expreso, salvo las excepciones previstas en la Ley. Lo anterior, de conformidad con lo establecido mediante acuerdo Title VI de la Civil Rights (Título VI de los Derechos de Civiles) Act de 1964.